

# IBMhq Test Case Execution Report

**Test Case Name:**Add Attachment - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-10 13-32-16

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
6	5	1	Fail	3

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing options like Home, Analytics, Incidents, My Inbox, Messages, Contacts, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is selected. The main content area shows an incident titled 'ab92547 product is not functioning properly'. Below the title, there are fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The interface also includes a top navigation bar with a search icon, a home icon, a star icon, a plus icon, and a user profile icon labeled 'SA'.

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing options: Home, Analytics, Incidents (highlighted), Contacts, Organizations, and Tasks. The main content area shows a header with the Oracle logo and 'Service Cloud' text. Below the header, there's a search bar and a user profile icon. The main area displays a list of incidents. The first incident is titled '82547 product is not functioning properly'. Below the title, there are fields for 'Assigned' (Agent Access > Minhaj Ameen), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Step No:3

Step Description: Wait

Expected Result: Wait

Actual Result: Expected condition failed: waiting for presence of element located by:  
By.xpath:  
//div[@class='cke\_wysiwyg\_div cke\_reset cke\_enable\_context\_menu cke\_editable cke\_editable\_themed cke\_contents\_ltr cke\_show\_borders']//div[1] (tried for 30 second(s) with 500 milliseconds interval)

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. On the left, a navigation menu is open, listing options: Home, Analytics, Incidents (highlighted with a document icon), Contacts, Organizations, and Tasks. The main content area shows a header with the Oracle logo and 'Service Cloud' text, along with a 'Reference #' field and search, home, star, and user icons. Below the header, a breadcrumb trail reads '200730-000070'. A toolbar contains 'fresh', 'New', and 'Print' buttons. A secondary toolbar includes 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The main form area contains a message '92547 product is not functioning properly'. Below this, there are several input fields: 'Status' (set to 'Open'), 'Assigned' (set to 'Agent Access > Minhaj Ameen'), 'Disposition' (set to '[No Value]'), 'Contact' (set to 'Adam Smit'), 'Organization Name' (set to 'California Federation'), 'Product' (set to '[No Value]'), and 'Category' (set to '[No Value]').

